

**Present:**

**Regrets:**

1. Approval of the Agenda
2. Board Feedback
3. Consent Agenda
  - a. Approval of Minutes of November 20 2024 meeting
  - b. Items for Information
    - i. Correspondence
      - a. Battle River Community Foundation – Anonymous Donation
      - b. CPL Board to Blackfalds Board RE: Website
    - ii. Libraries in the News
      - a. Libraries pause InterLibrary Loan Service Due to Canada Post Strike
    - iii. Ratification of E-votes
      - a. Motion 60/24 M/S/C - Electronic Banking Capacity
      - b. Motion 61/24 M/S/C – Move Reserve Funds RE: Stat Holiday Pay
      - c. Motion 62/24 M/S/C – Personnel Policy RE: Benefit Eligibility
  - c. Reports
    - i. Director's Report
    - ii. Program Overview to November 30 2024
    - iii. Program Report and Library Statistics November 2024
    - iv. 2025-2029 Plan of Service - Final Draft
4. Items for Discussion and Decisions
  - a. Finance Committee Verbal Report
  - b. Policy Committee Verbal Report
  - c. Plan of Service Committee – Final Draft
  - d. Organizational Review Verbal Update
  - e. 2025 Budget – Final Draft
  - f. TAL – Year End Processes – Funding Request
5. In Camera Items for Discussion
  - a. LAPP

**Next regular Board meeting: December 18 2024, 5:00pm**

**Present:** Renee Greer (Chair), Naomi Finseth (Vice-Chair), Alyssa Martin (Director), Don Simpson (Camrose Council) Joy-Anne Murphy (City Council), Lucy Ernst, Margaret Holliston (Secretary),

**Regrets:** Cheryl Dezall, Peter Hamm, Vikki Williams (Treasurer).

**Guests:** Trina McCarroll, Raina Dezall, Margaret Law

**Call to Order:** Chair Renee Greer called the meeting to order at 5:04 pm.

1. Approval of the Agenda

**Motion 58/24 M/S/C** – Naomi Finseth/ Joy-Anne Murphy: That the agenda be approved as amended: Item 4c becomes 4d; Item 4d becomes 4c.

2. Board Feedback: None.

3. Consent Agenda

a. Approval of Minutes of June 19, 2024, meeting:

**Motion 59/24 M/S/C** – Joy-Anne Murphy/Naomi Finseth: That the minutes for October 16, 2024, be approved as presented.

b. Items for Information: Board members reviewed prior to the meeting.

c. Reports: Board members reviewed prior to the meeting.

4. Items for Discussion and Decision

a. Financial Committee Verbal Report: No Treasurer Report; Alyssa informed board of a cheque cashing issue that is being resolved with the bank.

b. Policy Committee Verbal Report: Will be working on governance policy when the organization review is completed in early 2025.

c. Plan of Service Committee Verbal Report: As ad hoc committee members, Naomi and Lucy reported a very successful community engagement process leading to a solid, clear, practical, tangible and useful Plan of Service. Trina McCarroll and Raina Dezall facilitated a discussion of the draft report (included in the board package). In addition to answering a few questions and noting some further edits/suggestions, they highlighted their enjoyment working with the CPL staff and board. The final report will be delivered to Alyssa for further distribution to the board and staff, and submission to the province as required.

Note: The discussion included conversation regarding a CPL specific land acknowledgement. CPL does not have one at present, though staff have explored processes and possibilities. CPL will connect with the City and consider adopting the City's land acknowledgement until we develop our own. It is crucial to create an appropriate statement in close consultation with indigenous elders so that the acknowledgement is meaningful.

- d. Blackfalds Correspondence: Blackfalds library sent a letter expressing their concerns regarding the Parkland Regional Library Service website and IT support to partner libraries (letter included in board package). Renee has since received an email from the PRLS Director detailing plans to improve/tweak the website.

**Action:** Renee will write a letter in response to Blackfalds; Alyssa will assist. Both took notes during the board conversation to assist with the letter.

**Action:** Alyssa and Joy-Anne will follow-up with the City and County regarding CPL specific questions and concerns, including next steps. Since municipalities cover the cost of PRLS membership, Camrose communication should come from the municipalities. Joy-Anne is the City's representative on the PRLS board, while Carlene Wetthuhn is the County's representative. Renee is the alternate.

- e. Organizational Review Verbal Update: Margaret Law provided an update. The review process, including consultation with staff, is essentially complete, and she is working on the report to the board. The update included an indication of what will be in the report, expected for the January meeting.

Lucy and Don left the meeting at this point (6:45). As there was no longer a quorum, the in-camera discussion and subsequent decision with respect to payroll could not happen. Alyssa shared two immediate needs, and an e-vote was planned for November 20 evening/following morning. The e-vote will be ratified at the December meeting for inclusion in the December minutes.

**Adjournment:** Chair Renee Greer declared the meeting adjourned at 7:10 pm.

**Next regular Board meeting:** December 18, 2024, 5:00 pm



# Battle River Community Foundation

P.O. Box 1122, Camrose, Alberta T4V 4E7

**Telephone**

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admin@brcf.ca

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**Vice-Chair**

Stephen Kambaitz

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Sharleen Chevraux

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**Treasurer**

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Ben Paulson

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Carol Rollheiser

780 678-7712

Alex Oliver

780-679-5617

Henry Hays

780-888-1090

**Ambassador****Emeritus**

Blain Fowler

780-672-3142

**Executive Director**

Bobbi Way

780-679-0449

December 9, 2024

Alyssa Martin, Director  
City of Camrose Public Library Board  
4710-50 Ave.  
Camrose, AN T4V 0R8

Dear Alyssa,

I am pleased to enclose our grant cheque #4930 in the amount of \$3,100 to the City of Camrose Public Library Board.

The grant was made by someone who wishes to remain anonymous.

The grant was awarded from a Donor Advised Fund. This means the fundholder specifically selected your organization because the work you do is important to them.

Sincerely,

Bobbi Way  
Executive Director

Enclosure

4710 50 Avenue,  
Camrose Alberta, T4V 0R8  
780.672.4214



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November 22, 2024

Servus Credit Union  
Public Library  
Blackfalds, Alberta

Attention: Glyn Evans

Dear Sir/Madam:

Re: PRLS Website Issues

Thank you for your correspondence regarding your dissatisfaction with the existing PRLS website.

At this time, we are still contemplating our approach to this matter.

We appreciate your board taking the initiative in approaching PRLS with your concerns and look forward to any updates you can provide with your progress in this regard.

Yours truly,

A handwritten signature in cursive script that reads "Renee Greer".

Renee Greer  
Board Chair, Camrose Public Library

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## Libraries pause interlibrary loan service due to Canada Post strike



Photo. Courtesy: Kitchener Public Library

By Josh Goeree

Posted Dec 10, 2024 05:55:54 AM. Last Updated Dec 10, 2024 11:10:39 AM.

Those who visit their local library looking to order a book that is not in stock will be out of luck.

The Canada Post strike has forced libraries across the country to suspend the interlibrary loan service that is used to share materials between locations. This includes books, audiobooks, compact discs and microfilms from the Archives of Ontario. It also means that books borrowed from other libraries cannot be returned.

Notices have been posted on several library sites, including for the **Kitchener Public Library**, the **Waterloo Public Library**, **Guelph Public Library** (GPL) and more.

Amy Lychwa oversees the interlibrary loan program at GPL and said those impacted most are patrons with various impairments, like blindness, who may access Centre for Equitable Library Access (CELA) material including discs.

"Those materials come through Canada Post as well, so our visiting library services are also unable to secure materials for people with visual impairments," she said. "That is, in some ways, an even bigger impact than the interlibrary loans because many people rely on those CELA discs for their literature and information."

Before local libraries used delivery drivers from the Southern Ontario Library Service to deliver books across branches, but it was shut down due to a lack of funding. Since then, it has relied on Canada Post and gets a discounted postage fee for the service.

Meg Forestell, the supervisor of community engagement at GPL, said the staff are still committed to serving the community despite the strike.

"While there are services we cannot provide right now, we are here in so many other ways," said Forestell.

Currently, there are over 200 books sitting in limbo waiting to be returned at GPL, while they are also waiting on 500-600 books to be returned to their collection.

<https://kitchener.citynews.ca/2024/12/10/libraries-pause-interlibrary-loan-service-due-to-canada-post-strike/>

## **E-Votes Needing Ratified**

### **Motion 60/24 M/S/C - Electronic Banking Capacity**

"I move that Camrose Public Library will set up the capacity for e-payment through our financial institution, with the signing authorities being Lucy Ernst, Renee Greer, Vikki Williams, and Alyssa Martin."

Joy-Anne Murphy motions, Cheryl Dezell seconds, carried.

### **Motion 61/24 M/S/C – Move Reserve Funds RE: Stat Holiday Pay**

"I move to pull \$16,038.02 from the operational reserves to cover the Stat Holiday Pay deficiencies found in the 2023 payroll."

Cheryl Dezell moves, Joy-Anne Murphy seconds, carried.

### **Motion 62/24 M/S/C – Personnel Policy RE: Benefit Eligibility**

"I motion that the Personnel Policy be amended to add section *C17 Benefits*, as presented:

*'C17 Benefits*

#### *POLICY STATEMENT*

*In line with the Library's dedication to being a competitive workplace, Camrose Public Library is pleased to offer an array of benefits.*

#### *GUIDELINES*

- 1. All permanent part-time employees who are contracted to work an average of 20 hours a week are eligible to sign up for benefits if they desire.*
- 2. All permanent full-time employees must participate in the benefits program.' "*

Vikki Williams motions, Margaret Holliston seconds, carried.



## Director's Report

December 11 2024

Alyssa Martin

### Interagency Group – Camrose Helps

CPL is a part of the Interagency Group, a working group that strives to fill service gaps in the Camrose Area to combat the effects of poverty on our community.

Camrose Helps was launched with the support of an initial grant and extensive community research. Our efforts have been guided by the expertise of our Collective Impact Engagement and Partnership Coordinator (CIEPC), whose role involves coordinating projects, identifying service gaps, and securing long-term funding. Since its inception in 2023, Camrose Helps has made significant strides through several impactful programs:

- **Community Social Support Coordinator Position:** This role has helped over 150 individuals navigate challenges such as securing government-issued identification and accessing essential services.
- **Community Pantry:** Located at the Camrose & District FCSS and Camrose Public Library, this pantry provides emergency food to 70-80 individuals daily.
- **Housing & Homelessness Task Force:** A collaboration of public and private organizations working to address housing needs in the Camrose area.
- **Volunteer Recruitment Initiative:** Ensuring volunteers are properly recruited, vetted, and supported to sustain our programs.
- **Cultural Food Hub:** Providing culturally tailored food hampers to 105 individuals each month, meeting diverse dietary needs.
- **Winter Coat Drive:** Providing warm clothing to individuals facing poverty during the colder months.

CPL's contributions to this group includes providing free space for meetings, the community pantry, support with grant writing, and is a voice on the leadership committee.

Our initial grant has run out as of this December, and Camrose Helps is embarking on an awareness and fund development campaign to help us keep our Collective Impact Engagement and Partnership Coordinator (CIEPC), as this role is instrumental for all the work Camrose Helps does. If you know of a business or





individual who can help, we have a letter requesting assistance that is attached to this report. Please feel free to share it far and wide.

### **Fellowship of the Camrose Public Library – Fundraising Event at Strada**

The Fellowship of the Camrose Public Library ran a ticketed fundraiser event at Strada this month. Local farmer and author of *The Garlic Companion*, Kristin Graves, partnered with the chefs at Strada to host an author meet and eat. As part of the event, CPL provided tech support to Zoom the author in during a blizzard, and I gave a short talk about the secrets of the Camrose Public Library. The event sold out almost immediately, Strada and the author donated door prizes and a silent auction item, and Norm Mayer attended and donated \$5000 directly to Camrose Public Library. It was an incredibly successful night that has led directly to questions about the services CPL provides, and ways to support the organization.

### **Organizational Review**

Creating a new organizational structure in the wake of our Manager's retirement has taken up the bulk of this month, alongside troubleshooting the fallout of the Postal Strike.

Two new positions with two new pay grids are being proposed, and payroll and bookkeeping are being outsourced to an Albertan Library specific organization. Outsourcing these tasks has impacted our banking platform, software subscriptions, personnel costs and other facets of the draft budget we presented in September. While this change comes with initial one-time start up costs, these new approaches should substantially reduce CPL's liability, align our procedures with industry best practices, create a more efficient and resilient organization, and over the long term there our budget should not be significantly impacted.

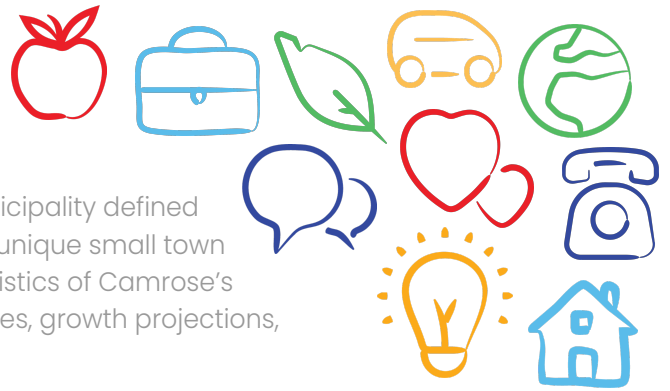
This restructuring and the budgetary impacts has taken the bulk of my time this month, and I expect it to continue to do so over the next few months as we fill positions, train staff, and begin the implementation process for payroll and bookkeeping.

### **Plan of Service**

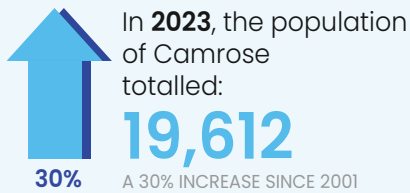
After 12 months of hard work, myself and the Plan of Service Committee are pleased to present the board with our final draft of our new plan of service. This document, along with the expected organizational review findings, will form the bedrock of CPL operations for the next 5 years.

# Camrose Helps Community Profile

Located in the heart of Alberta's prairies, Camrose is a lively municipality defined by its rich arts and culture, expansive green space network, and unique small town atmosphere. This community profile presents defining characteristics of Camrose's population, gathered and generated through population censuses, growth projections, and community engagement activities.



## Community Population



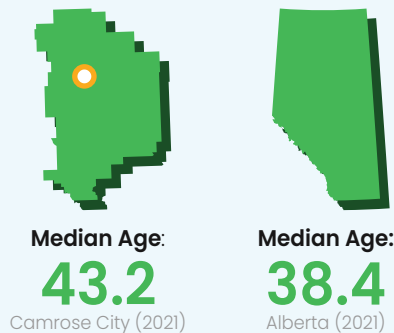
Households are, on average, smaller and have lower incomes than Alberta:

	CAMROSE	ALBERTA
Average Size	<b>2.2</b> people per household in 2021	<b>2.6</b> people per household in 2021
Average Income	<b>\$92,300</b> per household in 2021	<b>\$119,700</b> per household in 2021

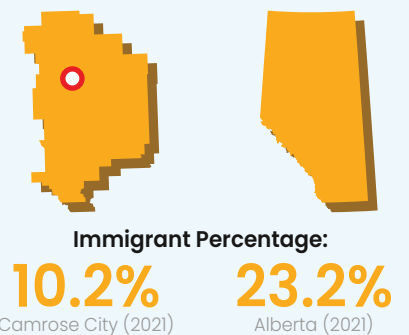
Camrose has a high proportion of **seniors**:

**17.9%** OF RESIDENTS  
Are Over the Age of 70

And Camrose's residents are **older** than most municipalities in Alberta:



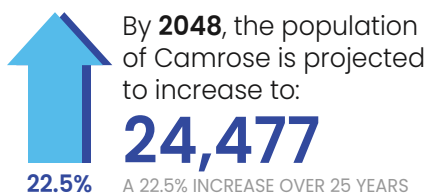
Camrose has a lower proportion of **immigrants** than Alberta:



But has experienced significant **immigrant growth** in recent years:

**28.2%** OF IMMIGRANTS  
Are Recent Arrivals (2016-2021)

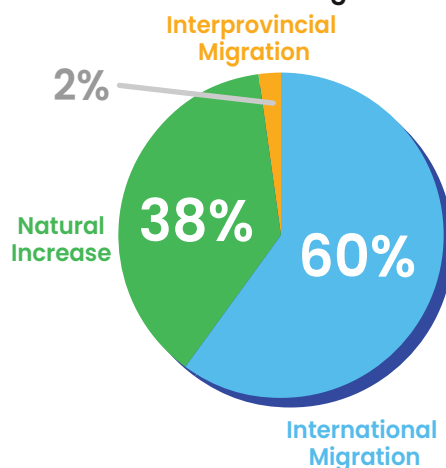
## Future Community Growth



This means Camrose will **accommodate**:



Camrose's growth will primarily occur due to **international migration**:



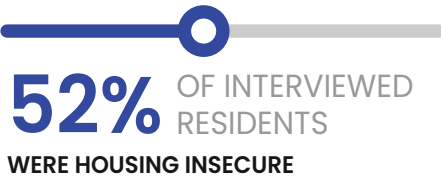
Camrose will experience the greatest employment growth in the following sectors:

- Trades, Transportation and Equipment** — **1,032 NEW JOBS**
- Legislative and Senior Management Occupations** — **557 NEW JOBS**
- Education, Law, Social, Community and Government Services** — **402 NEW JOBS**

# Community Housing Insecurity

In 2023, the Rural Development Network released an online and paper survey for residents of the City and County of Camrose to determine the extent of housing insecurity in the communities. An individual is housing insecure if they are experiencing any type of homelessness, whether they are unsheltered, emergency sheltered, provisionally accommodated, or at risk of homelessness. The following numbers are from the survey's findings.

Housing insecurity is common in Camrose:



This means at least:



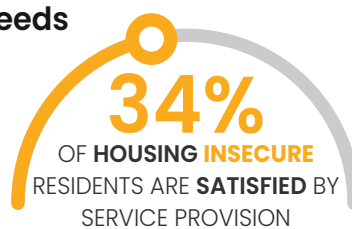
The **top reasons** for housing insecurity in Camrose are:



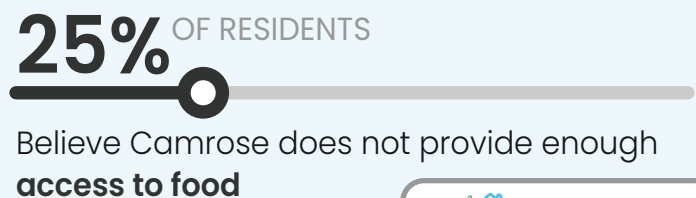
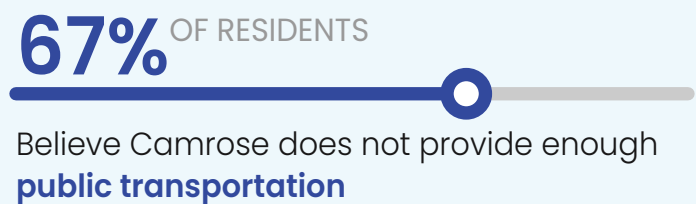
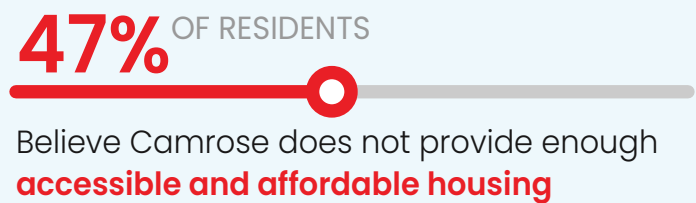
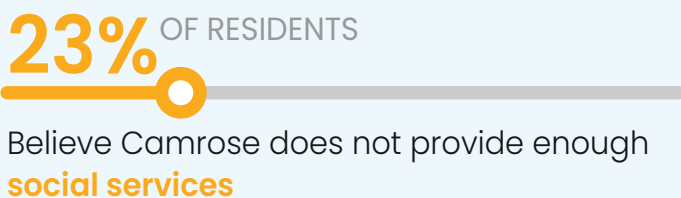
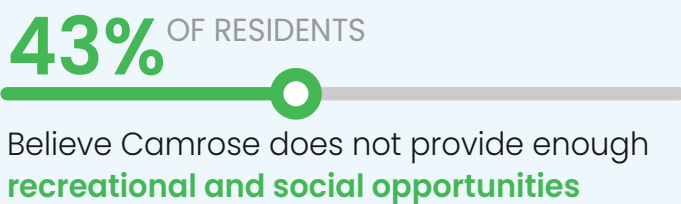
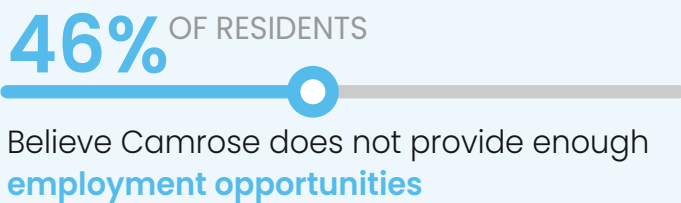
Housing insecurity is **linked** to the following:



**Service Provision Needs** In Camrose:



## Community Needs



Camrose Public Library  
 Adult Programs  
 January 1 to November 30, 2024

Outreach	Program	Attendance
Deliveries to Care Facilities	100	794
German Circle Online	39	130
Ukulele Online	34	98
Mind Masters	11	2379
Augustana Preview Days	1	40
Tech Essentials with FCSS	4	44
Harp Holiday Outreach	1	3
Seniors Week Advocacy Events	2	24
Bethany Pride	1	16
SRC Walking Book Club	6	14
National Day for Truth and Reconciliation Film	1	49
	200	3591

In House	Program	Attendance
Spanish	38	256
Ukulele	29	274
Fibre Club	40	162
Drum Circle with CMHA	11	85
French (Wednesday) CANCELLED	4	4
French (Thursday)	14	32
Climate Café	9	45
Cricut Classes	18	87
Life Skills 101	3	21
How To: Canva	2	27
How To: Chat GPT	1	10
Intellectual Freedom & Libraries	1	18
Fellowship Open House	1	30
Mending March	4	14
Advanced Makers with Makers Making Change	1	2
vermicomposting	1	8
Emergency Preparedness	1	5
Harp Holiday	4	33
Caregiver Connection with CMHA	1	3
Yogan with Brad	4	14
Orange Shirt Moosehide Beading	2	26
Energy Savings Workshop	1	7
Scam Awareness with Camrose Police Service	1	7
Lunch & Learn: Supports for Temporary Foreign Workers	1	7
How to: Cricut Design Space	1	7
SpeedFriending	1	14
	194	1198

Total	394	4789
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Camrose Public Library  
Family Programs  
January 1 to November 30, 2024

Outreach	Program	Attendance
Read for 15	1	4167
Chuck Maclean Family workshops	8	132
Women's Shelter Family Literacy	6	34
Paw Café with CAARS	1	175
Curious Cuties @ CFRC	1	19
ECCHS Multicultural Night	1	45
PRIDE in the Park	1	50
Book Bike @ Canada Day	1	400
Book Bike @ local parks	7	119
Book Bike @ Wellness Walks with Recovery College	4	79
Summer Staff @ Watershed Festival	1	22
Book Bike @ BRSD Pet Parade	1	34
Book Bike Meteor Shower	1	100
Newcomer's Guide to Camrose Bus Tour	1	8
Ecole des Fondateurs Community Night	1	13
Saturday Farmer's Market for Canadian Library Month	1	50
Haunt the Museum	1	40
Toddler Time at CFRC	1	12
	39	5499

In House	Program	Attendance
Snacks in the Stacks	228	4543
Something Cool After School	156	920
Books & Bounces	40	836
Terrific Tales	41	741
Tech Help	102	208
Bed Time Stories	38	395
Crafternoon	29	236
Rainbow Club	9	26
Writing Club	13	5
School PD Matinee	8	483
Newcomers Guide to Camrose	16	174
Saturday Story Time	2	13
Weekend Wiggles	3	21
Ghibli Geeks Club	5	21
Impromptu Story Time	1	17
Game Day CANCELLED	4	2
Anime Club CANCELLED	4	8
Family Literacy Day with CFRC	1	25
Leap Day	1	0
Spring Break vr	2	8
Jr Innovators with Makers Making Change	1	25

enviropalooza	1	4
Star Wars Day	1	31
PRIDE Month Rainbow Riot	1	10
Wonkalicious Tea Party	1	279
SRC Watercolours	2	27
SRC Wrap-up Party	1	8
Pumpkin Carving Contest	1	6
Canadian Library Month Scavenger Hunt	1	56
PRL Golden Ticket	1	22
Find Fergus	1	34
Royal Tyrrell Virtual Tour	1	22
Terrific Trees	1	8
Intro to Metis Beading	2	30
	719	9244

Total	758	14743
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Camrose Public Library  
 Childrens Programs  
 January 1 to November 30, 2024

Outreach	Program	Attendance
St Pat's Tournament of Books	1	26
SRC School Visits	3	587
SRC @ local parks	6	54
Book Bike @ OSCAR	5	154
Book Bike @ Reading University	3	101
	18	922

In House	Program	Attendance
Chester Ronning Kindergarten Tours	3	61
Hay Lakes Kindergarten Tour	1	30
School Tours	6	136
SRC @ the Library	3	26
Sifton Kindergarten Tours	3	54
Homeschooler Tours	2	32
Feathered Friends	1	6
Red Hot Science	2	27
	21	372

Monthly Total	39	1294
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Camrose Public Library  
 Teen Programs  
 January 1 to November 30, 2024

Outreach	Program	Attendance
Adulting 101 @ECCHS	1	175
	1	175

In House	Program	Attendance
Golden Flames Teen D & D	38	581
Mario Cart Tourney	1	16
SRC D & D	7	89
SRC Gaming Club	6	42
SRC Craft Club	7	65
	59	793

<b>Total</b>	<b>60</b>	<b>968</b>
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Camrose Public Library  
Total Programs  
January 1 to November 30, 2024

Outreach Programs	258	10187
In-house Programs	993	11607
YTD	1251	21794

Submitted by Nicole Kyle  
3-Dec-24

# November 2024

## Program and Library Statistics

Submitted by Nicole Kyle  
December 3, 2024

**786**

people attended programs that foster a sense of community connection and belonging.

**20%**

more people have visited us at the library compared to this time in 2023.

**410**

People attended library programs and special events designed to educate and promote a love of lifelong learning.

**1 bit of awesome feedback:**

Patron, in response to the *Tea Rex* tea party at Terrific Tales for DiNovember: "What a wonderful idea; thanks so much!"

# November Program Summary



We joined forces with Camrose Recovery College to host SpeedFriending; a fun, casual social event designed to help people meet new friends. With a timed circuit and pre-chosen topics to spark conversation, participants spent a few minutes talking one-on-one and engaging with each other.



We hosted 2 sessions with Red Hot Science from Red Deer Polytechnic during a school PD Day. Kids made an ecosystem in a jar using live plants and also created their own holographic projectors!



We celebrated DiNovember all month long with special events, a scavenger hunt, and dinosaur themes in our regular programming. Pictured above are a virtual tour of the Royal Tyrrell Museum of Palaeontology, painting footprints with toy dinosaurs, and a dinosaur tea party complete with triceratops fascinators and cucumber sandwiches with the crust left ON (because dinosaurs LOVE crusts!)

## Ongoing Programs

Ongoing programs will be paused from December 22 to January 4. Programs resume on January 6, 2025.

**Ukulele Jam (Adults)**  
Mondays @ 10:00

**Spanish Circle (Adults)**  
Mondays @ 3 in person and on Zoom

**Books & Bounces (infants under 2 and caregivers)**  
Tuesdays @ 11:00

**German Circle (Adults)**  
Tuesdays @ 4 on Zoom

**Climate Cafe (All ages)**  
1st Tuesday monthly @ 5:30

**Terrific Tales (Families)**  
Wednesdays @ 10:30

**Golden Flames D&D Club (Teens, registered)**  
Wednesdays @ 4; email [cpltechhelp@prl.ab.ca](mailto:cpltechhelp@prl.ab.ca) to register

**Bed Time Stories (families)**  
Wednesdays @ 6

**Ukulele Online (adults)**  
Thursdays @ 1 on Zoom

**Drumming Circle with Recovery College (16+)**  
1st Thursday Monthly @ 5  
Register at <https://bit.ly/CMHADrums>

**Newcomer's Guide to Camrose (All ages)**

- December 3 @ 4:30
- December 14 @ 2:00
- December 17 @ 5:00

**Ghibli Geek Club**  
December 12 @ 4:30 (12+).  
This month: Spirited Away

**PD Day Matinee** Sponsored by Domino's  
**(All ages, registered)**  
BRSD Friday Staff Meeting Days @ 11:30. *Registration required. Please call 780-672-4214 or email [cpltechhelp@prl.ab.ca](mailto:cpltechhelp@prl.ab.ca). This month's title is Little Women.*

**Snacks in the Stacks (Grades 1-12)**  
School days @ 3:30

**Something Cool After School (Grades 1-8)**  
School days @ 3:30

**Rainbow Club Public GSA (All ages)**  
1st Saturday Monthly @ 11  
**No session December 7**

**Saturday Story Time (Families)**  
1st Saturday Monthly @ 11  
**Replaced this month by Winter Wonderland**

**Weekend Wiggles (Infants under 2 and caregivers)**  
1st Saturday Monthly @ 12  
**Replaced this month by Winter Wonderland.**

**Crafternoon (All ages)**  
Saturdays from 1-3  
**No session December 7**

**Fibre Club (All ages)**  
Saturdays @ 1

### For program and service info:

Phone: 780.672.4214

Web: [prl.ab.ca/camrose](http://prl.ab.ca/camrose)

Email: [cpltechhelp@prl.ab.ca](mailto:cpltechhelp@prl.ab.ca)

Unless otherwise noted, programs and events are FREE and on a drop-in basis. For registered programs, visit <https://bit.ly/CPLEventbrite>, scan the QR, or call 780-672-4214.



## Our Hours:

**Monday-Friday: 10-7**

**Saturday: 11-4**

**Sunday: Closed**

Closed December 24, 25, 26, 31 & January 1

## Special Events



### Winter Wonderland

Snacks, craft, & community for everyone!

**SPECIAL HOLIDAY PERFORMANCE BY**  
CAMROSE CHILDREN'S CHOIR



**FREE PROFESSIONAL PHOTOGRAPHY BY**  
PERSPECTIVE PHOTOGRAPHY

**SATURDAY DECEMBER 7**  
**11:00 AM-1:00 PM**



### Giving Trees (all ages)

Visit our holiday trees and choose a local charity to support this holiday season! Grab an ornament with purchase suggestion and return your new, unwrapped item to the library; we'll make sure to share your cheer with the organization before Christmas.

### Merry Creepmas (ages 13+) December 13 @ 5:30 PM

Have yourself a scary little Christmas with a creepy craft session! Space is limited; register with QR code.

### Rock Painting Family Workshop December 15, 10 AM to noon

@ Chuck MacLean, 4809 52 Street. Space limited; register with QR code.

# November 2024 Library Statistics

YTD daily visit averages (and hourly based on operational hours in brackets)

Mondays: 348 (avg of 39/hr)      Tuesdays: 402 (avg of 45/hr)  
 Wednesdays: 378 (avg of 42/hr)      Thursdays: 372 (avg of 41/hr)  
 Fridays: 335 (avg of 37/hr)      Saturdays: 216 (avg of 43/hr)  
 Sundays: 97 (avg of 24/hr)

Circulation	Nov 2024	Nov 2023	2024 YTD	2023 YTD	Under/ Over 2023	% Chg. Over 2023
Adult Material	5464	5594	62588	62733	-145	0%
Young Adult Material	310	343	5059	6063	-1004	-17%
Juvenile Material	4940	4871	56319	54905	1414	3%
Relais Items Borrowed	130	104	1423	1523	-100	-7%
Relais Items Sent	33	25	307	322	-15	-5%
<b>Total</b>	<b>10877</b>	<b>10937</b>	<b>125696</b>	<b>125546</b>	<b>150</b>	<b>0%</b>

Econtent	Nov 2024	Nov 2023	2024 YTD	2023 YTD	Under/ Over 2023	% Chg. Over 2023
Cloud Library/RBDigital	174	435	5057	5826	-769	-13%
Overdrive	1354	1276	13899	11301	2598	23%
<b>Total</b>	<b>1528</b>	<b>1753</b>	<b>18956</b>	<b>17374</b>	<b>1582</b>	<b>9%</b>

Circulation by Residence	Nov 2024	Nov 2023	2024 YTD	2023 YTD	Under/ Over 2023	% Chg. Over 2023
City of Camrose	9095	8980	105069	102615	2454	2%
County of Camrose	2154	2162	23293	23074	219	1%
Outside City/County	48	41	723	509	214	42%
ME	1	31	182	405	-223	-55%
<b>Total</b>	<b>11298</b>	<b>11214</b>	<b>129267</b>	<b>126603</b>	<b>2664</b>	<b>2%</b>

Miscellaneous	Nov 2024	Nov 2023	2024 YTD	2023 YTD	Under/ Over 2023	% Chg. Over 2023
Visitors	7815	7879	91810	76489	15321	20%
WiFi Users	8441	9633	103655	123752	-20097	-16%
Internet Users	984	1000	12126	10779	1347	12%
Exams	15	16	238	195	43	22%
<b>Total</b>	<b>17255</b>	<b>18528</b>	<b>207829</b>	<b>211215</b>	<b>-3386</b>	<b>-2%</b>

## Selection of Service Responses

1. Social Engagement: Developing Relationships and Ending Isolation
2. Connect to the Online World: Public Internet Access
3. Satisfy Curiosity: Lifelong Learning
4. Visit a Welcoming Place: Physical and Virtual Spaces

Programs	Nov 2024		2024 YTD		Participants	
	Sessions	People	Sessions	People	2023 YTD	2022 YTD
1	31	264	328	3617	2,513	2328
2	13	26	97	994	499	135
3	38	671	404	6301	6,767	4570
4	37	522	411	5781	6,172	3829
Advocacy	0	0	11	5101	6,067	6231
<b>Total</b>	<b>119</b>	<b>1483</b>	<b>1251</b>	<b>21794</b>	<b>22,018</b>	<b>17093</b>



**CAMROSE**  
**PUBLIC LIBRARY**

*Plan of Service*

**20**  
**25** - **20**  
**29**

The Camrose Public Library (CPL) is an organization located on Treaty 6 territory, the traditional lands of the Indigenous and the Métis People.

For as long as the sun shines, the rivers flow, and the grass grows, this land will be recognized as Treaty 6 Territory.

## Looking Forward

### MESSAGE FROM DIRECTOR:

Welcome to CPL's new Plan of Service! This document was created following a year of conversations with stakeholders, funding partners, consultants, and most importantly our community. We heard the feedback: things are tough right now for people and organizations, and the library is needed now more than ever. This plan

outlines our hopes to step up and meet the community's new needs, even as we are affected by many of the same hardships seen throughout our community. As we strive to do more with less, some changes will occur, but one thing that will remain constant is our love for and commitment to those we serve. We've heard how much you love the library, and we want you to know that we love you too. ~**Alyssa Martin**

The library is needed  
now, more than  
ever.

We heard you  
and we are  
here for you.

### MESSAGE FROM BOARD CHAIR:

It is with a renewed sense of purpose and commitment to the community we serve, that CPL presents our new Plan of Service. We heard from our stakeholders, funding partners and most importantly our patrons. Accordingly, this Plan of Service was created based on the valuable feedback received from all interested parties. Our new Plan of Service clearly states our mission, vision and values. As well, we have set 5 clear

strategic goals to guide our future plans for development and service. The CPL Board is very excited to continue improving the ways we meet the needs of all in our valued community. We heard you and we are here for you! ~**Renee Greer**



## Engagement Process and Stakeholder Input

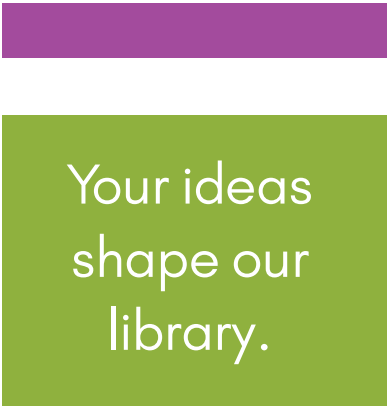
CPL undertook extensive public and stakeholder engagement from February to September 2024.

We conducted a series of workshops during the spring and summer, engaging our municipal funders—the City of Camrose and Camrose County—as well as key partner organizations, staff, and volunteers. These workshops provided valuable insights into defining success for CPL and exploring how our partnerships could continue to align with the region's priorities and goals.

To further engage the community, CPL hosted booths at public events, creating opportunities for meaningful conversations outside the library. Additionally, library patrons and community members were invited to participate in surveys, which were available during their library visits as well as online.

When talking with people out in the community, in the library, and online, we explored ideas on how CPL can enhance the library experience and what areas of library service we can concentrate on over the next 5 years. We asked for your perspective on public libraries, and you shared what you liked (and even LOVED) about public libraries and CPL, in particular. You also shared your expertise and perspective on what we can do to improve our services and resources for our community.

Your responses have now informed our direction and allowed us to better understand your needs and aspirations. We are excited to partner together to make these goals for individuals and the region a reality.



Your ideas  
shape our  
library.

For more information and details on our alignment with City of Camrose and Camrose County strategic priorities and our stakeholder engagement events, please see the Appendix.

## What We Heard

During our engagement process, we asked the same two questions in all our surveys:

1. What is your opinion of public libraries?
2. What would you like to see CPL focus on over the next 5 years?

Throughout the 455 responses, our community let us know that they continue to see our library as a critical community resource, with many responding that they considered the library to be an essential service in the community. The library is one of the few spaces in our community that gave them free access to resources, especially our digital resources and internet access. We also heard that many in our community cherish the other aspect of access that our library provides, mainly being a place that welcomes all. In our region, our library is still identified as a steward of literacy, providing collections, programs, and services that allow our community members to access the information and skills they need to enrich their lives.

In terms of focus over the next 5 years, our communities responded with gusto, giving us both affirmations of a job well done, as well as directions to pursue in the future. The majority of responses requested maintaining the programming that we offer while introducing additional diverse programming that allows us to reach more demographics in our communities, such as seniors and working families. Increasing our collections (especially our e-resources and audiobooks), outreach programs, expanding our space and increasing our operating hours were all top of mind, as well. We heard you loud and clear—a resounding desire for MORE of the library.



# Our Library In Numbers

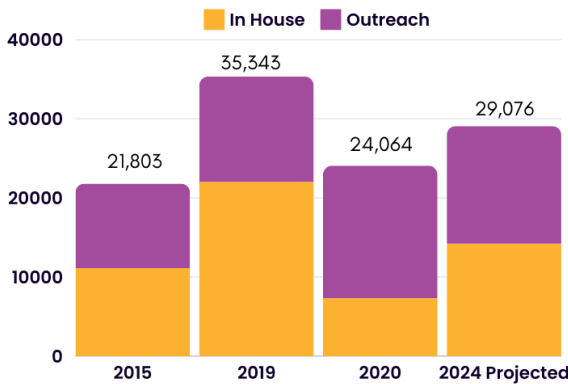
## FACTS & FIGURES

NUMBERS AND CHARTS AND QUOTES, OH MY!

“Libraries are a vital asset to our communities. They have wonderful programs for young children, and having no cost barriers is hugely beneficial.”

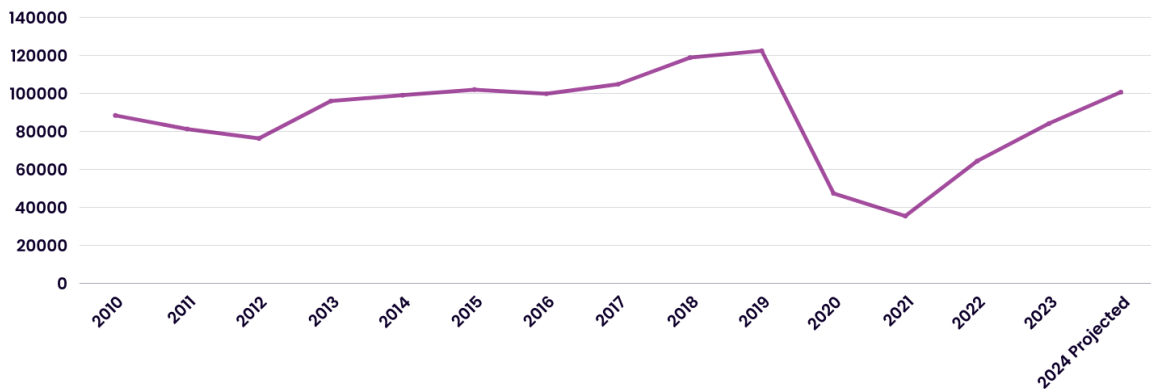
Camrose Public Library continues to recover from the pandemic and economic hardships. Year over year we see more visits despite being open less, we see more of the collection circulating despite the collection shrinking, and we see more program attendees per program, despite having fewer programmers. Our community values AND uses CPL, and we will continue to do our best to meet their needs.

**Annual Program Attendance**



“Libraries are a major center of any community. A great place to meet new friends and learn new things. Our library is a welcoming inclusive space for all.”

**Annual In House Visits**



# FACTS & FIGURES

## NUMBERS AND CHARTS AND QUOTES, OH MY!



In 2024, WIFI usage will reach an all time high with an estimated 113,540 uses.



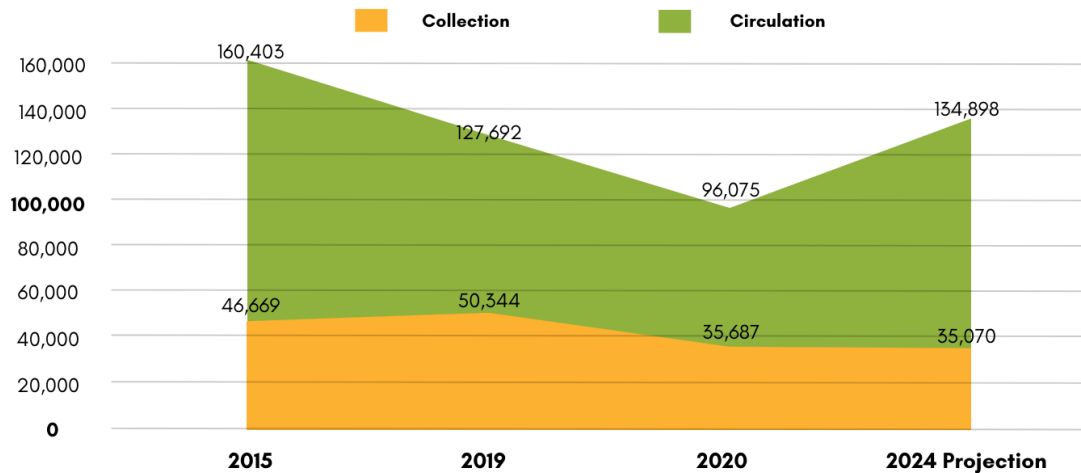
In 2024, 11.2 FTE staff members answered 27 reference questions every hour - that's about 66,393 questions in 2024.



The library is key to our community as the last free space to hang out. It provides resources and programming that are otherwise unattainable to a growing population of Camrosians. An essential meeting place, learning centre, activities provider, and community hub. As the economic future for many seems more uncertain every day, providing support and funding is more critical to the community than ever.



### Circulation and Collection Size



### By the end of this plan, CPL will set new records!

2019 was a record breaking year for CPL, where we served 42 people for every open hour. In 2024, we serve 41 people every open hour AND we'll circulate more items than in 2019!

# Our Vision, Mission, and Values

## Our Vision

**Our library is a community hub of curiosity, connections, and endless possibilities.**

## Our Mission

**We strengthen our region by providing the place, tools, and opportunities for everyone to learn, share, and create.**

## Our Values

### WE ARE ADAPTABLE

We embrace new ideas in response to our community's needs today while making decisions that prepare us for tomorrow.

### WE PROTECT INTELLECTUAL FREEDOM

We believe everyone has the right to unrestricted access to knowledge without fear of censorship or discrimination.

### WE ARE INCLUSIVE

We reflect the diversity of our community and endeavour to be a safe space for all.

### WE FOSTER CONNECTIONS

We use empathy to help people and organizations form relationships and a supportive community.

### WE ARE THE HIGHLIGHT OF YOUR DAY

Whether you find joy in a book, a program, or our team makes you smile, CPL strives to be a place of hope and fun.

## Strategic Goals

In determining our strategic goals for our 5-year Plan of Service, we took the input from our community, stakeholder, and staff engagement as well as strategic guidance from City and County priorities and plans. Please see the appendix for a more detailed alignment of our strategic goals with those of the City and County.

We also referenced “What the Community is Saying: Towards a Social Master Plan-draft” from Camrose Helps, as well as the “2023 Alberta Provincial Housing & Service Needs Estimation for City and County of Camrose” prepared by the Rural Development Network. These resources proved to be important reminders on why universal access to resources and safe spaces are critical to our region.

The following five strategic goals are essential areas of focus for our library’s continued success over the next 5 years:



## SUSTAINABLE STEWARDSHIP

Our library aims to secure a resilient future by enhancing flexibility and adaptability in our operations, ensuring we can respond swiftly to changes without compromising our excellent service to our community. Through thoughtful assessment of our operations, advocacy with government bodies, and efforts to diversify revenue, we are committed to sustainable growth and lasting impact.

## Goal One: Sustainable Stewardship

### Objectives

#### 1. **Strengthen relationships and advocacy with funders to show our value and critical contribution to a thriving region.**

##### Initiatives

- a. Ensure consistent communication and annual updates to funders (statistics, reports, successes, and challenges).
- b. Create and implement an advocacy plan (including municipal and provincial elections).

#### 2. **Assess and implement sound organizational and financial processes.**

##### Initiatives

- a. Implement Organizational Review.
- b. Create 5-Year Capital and Equipment Plan.

#### 3. **Diversify revenue opportunities to provide stability and resiliency for library services.**

##### Initiatives

- a. Connect with potential donors and promote the Library's Endowment Fund.
- b. Proactively explore additional grant opportunities.
- c. Support the Fellowship of the Camrose Public Library in their fundraising and advocacy efforts.

## Goal Two: Future Facility Planning

### Objectives

- 1. Advocate and plan for a new library facility that is safe, welcoming, efficient, and meets the future needs of the community.**

#### Initiatives

- a. Engage with decision-makers to explore funding, community needs, and design options for a new facility.

- 2. Address immediate concerns in current building for accessibility, safety, and comfort.**

#### Initiatives

- a. Review and address safety and accessibility measures for patrons and staff.
- b. Explore patrons' requests for functional space and furniture.

- 3. Maintain or expand access to technology and internet.**

#### Initiatives

- a. Update current technology equipment for staff and public.

### FUTURE FACILITY PLANNING

Our current library facility faces significant challenges attributed to aging infrastructure. We are committed to pursuing planning for a vibrant new space that meets the diverse needs of our community, supports inclusive access, and allows for flexible, future-focused library services. By working with partners and funders, we aim to lay the groundwork for a facility that enhances our services and reflects our commitment to future community growth and well-being for our region.



## STAFF SUPPORTS & DEVELOPMENT

Our library's exceptional service begins with its exceptional people. We are committed to fostering a supportive and engaging work environment where staff feel valued, energized, and empowered to prioritize their own well-being. By ensuring our team has the resources and encouragement they need, we enable them to extend the same grace, empathy, and care to themselves that they offer to our patrons every day.

## Goal Three: Staff Supports & Development

### Objectives

#### 1. **Attract and retain skilled staff.**

##### Initiatives

- a. Offer competitive wages and benefits.
- b. Offer exciting professional development opportunities.

#### 2. **Ensure a safe and supported work environment.**

##### Initiatives

- a. Explore additional supports and training to bolster staff wellness and safety (such as de-escalation training, counselling options, and mental health first aid).
- b. Upgrade security systems and procedures.
- c. Partner with community agencies to maximize safety within an empathetic public space.

#### 3. **Meet service needs with adequate staff levels and competencies.**

##### Initiatives

- a. Cross-train staff to ensure organizational continuity.

## Goal Four: Service & Resource Delivery

### Objectives

#### 1. Restore or expand operational hours, programming, and collection size to 2019 levels.

##### Initiatives

- a. Advocate to government funders and explore additional funding opportunities.

#### 2. Diversify program offerings.

##### Initiatives

- a. Create a system for community program suggestions.

#### 3. Uphold and champion the tenets of access, intellectual freedom, free services, and accessible spaces.

##### Initiatives

- a. Protect the community's right to access information.

#### 4. Maintain our friendly and welcoming vibe.

##### Initiatives

- a. Commit to empathy-first decision-making: meeting everyone where they are at and assuming the best of them.

## SERVICE & RESOURCE DELIVERY

Our library is dedicated to restoring and expanding access to the resources our community values most. We are committed to returning to pre-2019 levels for operating hours, programming, and collection size while diversifying our offerings to meet evolving needs. By upholding principles of intellectual freedom, accessibility, and a welcoming atmosphere, we strive to create a space where everyone in our community feels they have a space to explore, learn, and connect.



## Goal Five: Community Partnerships & Outreach

### COMMUNITY PARTNERSHIPS & OUTREACH

Our library is a vibrant community hub, but our commitment to the prosperity of the Camrose region extends far beyond our physical building. We are dedicated to connecting people with one another, fostering the exchange of ideas, and providing access to opportunities from local organizations and businesses that enhance community life. Through these connections, we aim to strengthen the social and economic fabric of the community we serve.

#### Objectives

**1. Maintain and expand valued partnerships and collaborations that address and meet community needs within the Camrose region.**

##### Initiatives

- a. Continue to actively participate in Interagency meetings.
- b. Actively participate in and promote community events.
- c. Engage with post-secondary institutions.

**2. Foster mutual relationships with the Camrose area business community.**

##### Initiatives

- a. Reach out to businesses for joint initiatives, such as speaker series, promotions, and programs.

**3. Explore and increase marketing and advertising opportunities.**

##### Initiatives

- a. Explore physical advertising to spread awareness regarding services, programs, and promotion.

**4. Bring library services into the community to meet people where they are.**

##### Initiatives

- a. Facilitate monthly pop-up library events and booths in unexpected, non-library locations.
- b. Expand Book Bike reach and capabilities with capital assets.

# Appendix

## City of Camrose Strategic Priorities<sup>1</sup>

CPL directly contributes to and supports the following City of Camrose priorities:

### Focus Area 2: Increase Engagement with Citizens and Staff

- The City proactively communicates with citizens and staff and engages them in municipal decision-making.
- Council, citizens, and staff are equipped with information about City programs and are able to be enthusiastic ambassadors for our region.
- The City uses multiple communication platforms to ensure broadest reach to the public.

### Focus Area 4: Build A Strong Economy

- Camrose has a bold vision for a strong and diverse economy.
- Camrose will be known as a great city to do business. Its regional economy provides opportunities for all people, families, businesses, and the community to flourish.
- Camrose is proud to share and promote the incredible features of our community including our exceptional recreation, arts, and cultural amenities and activities.
- The City develops strong relationships with the local business community to encourage their growth.
- Camrose further builds our economic base by attracting sustainable, innovative industries and entrepreneurs.
- Our region will prosper by working collaboratively with our neighbours and partners.

### Municipal Sustainability Pillar 2: Social Wellness

**Camrose is a safe and secure community where all residents can thrive with a place to live, a living wage, and opportunities to build a high quality of life.**

- All residents of Camrose have a place to live and can earn a living wage.
- Camrose has social programs that respond to current community needs.
- Camrose has affordable public transportation.
- Camrose provides essential services for at-risk populations and educates residents about related social issues.
- Camrose integrates newcomers through inclusive social events and other appropriate opportunities

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<sup>1</sup> City of Camrose. (2022). *Strategic Plan 2022-2026*. <https://www.camrose.ca/en/your-government/strategic-plan.aspx>

## Municipal Sustainability Pillar 3: Culture & Recreation

**Camrose is a vibrant community with an expansive network of festivals, music, sport, cultural, and community events. Residents and business owners care about their community and are known for their strong sense of belonging, connection, and friendliness.**

- Camrose supports and invests in venues and opportunities for arts and culture as well as sports and recreation.
- Camrose has strong partnerships with community organizations and educational institutions to enhance social connections, lifelong learning, as well as local traditions, heritage, and diversity.
- Camrose values parks, trails, and open spaces as part of our community's natural beauty and social culture.

## Camrose County Strategic Priorities<sup>2</sup>

CPL directly contributes to and supports the following Camrose County priorities:

### Strategic Goal 4: Social and Community

**Camrose County is known to support and foster safe, welcoming, inclusive and engaged communities with a wide range of recreational and cultural opportunities.**

- Community well-being is prioritized, by partnering with governments and community agencies to ease economic and social disparities, support community groups within Camrose County
- Provide adequate resources so residents feel safe in their communities,
- Encourage rural youth to be engaged and support opportunities for youth within local communities,
- Prioritize accessibility to recreation and cultural opportunities for all.

### Strategic Goal 6: Governance

**We have a relationship with our community, and other governance partners, grounded on transparency, responsiveness, and maximizing the value we provide.**

- Engage the community and provide an opportunity for input.

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<sup>2</sup> Camrose County. (2021). *Strategic Plan 2022-25*. <https://county.camrose.ab.ca/county-administration/mission-values/>

# Engagement Events and Surveys

## Engagement Events

April 13 & 14, 2024	CRE 2024 Acreage and Garden Show Booth	47 respondents
May 2, 2024	City of Camrose Council & Administration: Library Tour & Workshop	13 participants
June 7, 2024	Jaywalkers Jamboree Booth	71 respondents
June 12, 2024	Community Partners' Workshop	17 participants
June 25, 2024	Camrose County Council & Administration: Library Tour & Workshop	10 participants
August 27, 2024	Camrose Farmers Market Booth	11 respondents
September 5, 2024	Community Registration Night Booth	35 respondents

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## Surveys

Community Feedback Survey (hardcopy)	119 respondents
Community Feedback Survey (online)	124 respondents
Volunteer and Staff Feedback Survey	25 respondents
Summer End Survey	23 respondents

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# Acknowledgements

*Thanks to*

*Plan of Service Planning Committee members*

*Camrose Public Library Board members*

*City of Camrose and Camrose County Councillors*

*University of Alberta Augustana Campus*

*Family Resource Network*

*Camrose and District FCSS*

*Bailey Theatre*

*Bethany Group*

*Battle River Community Foundation*

*Camrose Helps*

*Special thanks to*

*Our amazing staff and volunteers – without you, there would be no library.*